

Governor's eHealth Care Quality and Patient Safety Board: Stakeholder Baseline Readiness, Perspective, and Buy-In

A Comparison of Online Survey Results March 2006 Key Informants and All Respondents

Prepared by:

Alison Bergum, MPA
Donna Friedsam, MPH

UNIVERSITY OF WISCONSIN
POPULATION HEALTH INSTITUTE



and

Seth Foldy, MD, MPH, FAAFP
Medical College of Wisconsin

BACKGROUND

In March of 2006, the UW Population Health Institute, in partnership with the Medical College of Wisconsin and the Department of Health and Family Services, sent an online survey to opinion leaders representing healthcare providers, purchasers, payers, employers, patients, public, and private interests.

This survey assessed stakeholders' perspectives on Wisconsin's eHealth Initiative, specifically: health care and information priorities, perceptions of value or urgency regarding eHealth, and attitudes regarding state-wide (as opposed to local or national) interoperability and exchange. It also gathered stakeholders' perceptions of Wisconsin's strengths, weaknesses, and opportunities relative to the adoption of electronic health records (HER) and Health Information Technology (HIT) in the state. In March of 2006, the eHealth Board received a report summarizing opinion leaders' (key informants') perspectives in these areas.

In recent months, a broader set of stakeholders were invited to complete this survey, including: attendees at the May 5 Stakeholder Kick-off Forum to develop Wisconsin's 5-Year Action Plan for eHealth Quality and Patient Safety; and members of the eHealth Board's workgroups. In total, 156 individuals responded to this survey (37 key informants and 119 other stakeholders).

On the whole, the broader group of stakeholders reinforced the views of the key informants who first completed this survey. The tables below compare the perspectives of key informants alone with the views of the entire sample of respondents.

COMPARISON

1. Do any of your organization's mid-term strategic goals (i.e., 5-year horizon) rely on electronic health information beyond that already available?

	Key informants (n=37)	All respondents (n=119)
Yes	78%	63%
No	22%	16%
Not applicable	(not offered)	28%

2. What stage is your organization in addressing its health information needs?

	Key informants (n=36)	All respondents (n=118)
Implementation	56%	48%
Planning	42%	33%
Not yet initiated	3%	1%
Not applicable	(not offered)	17%

3. What are your three top priorities for health system improvement in Wisconsin?

	Key informants (n=37)	All respondents (n=119)
1	Improve healthcare access	Increase evidence-based practice
2	Increase evidence-based practice	Improve healthcare access
3	Transparency (data, quality)	Adopt EHR
4	Operational efficiencies	Measure performance
5	Adopt EHR	Operational efficiencies
6	Measure performance	Transparency (data, quality)

4. Priority of selected outcomes (1-10 scale)

	Key informants (n=36)	All respondents (n=116)
Clinicians e-access own patient records	8.9	9.0
Clinicians see all information re: a patient's care	8.4	8.6
Non-identifiable records assembled for QI, etc.	8.2	8.6
Patients view/use own personal health records	7.7	8.2
Patient/provider e-communicate	7.2	7.5

5. Should standards regarding formatting, transmission, storage, privacy, security, etc. be established on a statewide, local, or national basis?

	Key informants (n=37)	All respondents (n=109)
National level	76%	75%
State level	19%	18%
Local level	3%	2%
Regional level	3%	2%

6. How much additional premium cost would you tolerate to support a system intended to support HIE and HIT?

	Key informants (n=36)	All respondents (n=115)
0% (other sources)	28%	17%
0% (reduce costs)	31%	47%
1%	8%	9%
3%	17%	11%
5%	11%	9%
Cost exceed tolerance	6%	7%

7. How much confidence do you have in available mechanisms to assure security and confidentiality of individual level health information exchanged in broader networks?

	Key informants (n=37)	All respondents (n=109)
Some confidence	59%	67%
Complete confidence	32%	27%
No confidence	8%	6%

8. What are Wisconsin's strengths in adopting electronic health records and health information exchange?

	Key informants (n=35)	All respondents (n=100)
Promising initiatives underway	82%	72%
Large, integrated group practices	62%	62%
Public-private collaboration	60%	50%

9. What are Wisconsin's (potential) weaknesses in adopting electronic health records and health information exchange?

	Key informants (<i>n</i> =36)	All respondents (<i>n</i> =105)
Limited will to invest resources	78%	74%
Competitive/proprietary concerns	76%	69%
Distrust/lack relevance of public sector	56%	53%

10. What opportunities could help Wisconsin adopt electronic health records and health information exchange?

	Key informants (<i>n</i> =35)	All respondents (<i>n</i> =105)
Private innovation/entrepreneurship	80%	76%
Governor's commitment	71%	74%
Federal commitment/interest	73%	74%